May
2014 Calendar

State Professional Development Center
125 North Roberts Street, Mitchell Building
Helena, Montana 59620
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Class Name	Dates & Times	Cost	REGISTER
Myers Briggs & Communication	**May 1** 8:30 a.m. - 4:30 p.m.	**$123 + $28** (Assessment and Guide)	Register
From Me to We: Effective Collaboration	**May 6** 8:30 a.m. – 4:30 p.m. **May 7** 8:30 a.m. – Noon	**$160**	Register
Governance Web 2.0	**May 6** 8:30 a.m. - 4:30 p.m.	**$123**	Register
Interviewing for Organizational and Job Fit ** New **	**May 7** 8:30 a.m. - 4:30 p.m.	**$123**	Register
Delicate Balance: Privacy & the Right to Know 6.5 CLE Credits	**May 8** 8:30 a.m. - 4:30 p.m.	**$159**	Register
Supervision Issues Series - see list of classes, dates and times below. *** New Series****	**May 13, 14, 15, 21, 29 & June 3, 19, 24**	**$505 for the Series + materials fee** (10% of tuition fee)	Register
PD4003 - 0023	**Facilitating Groups**	**May 13, 14** (8:30 a.m. - 4:30 p.m.) **May 15** (8:30 a.m. - Noon)	$220	Register
PD1046 - 0003	**Customer Service in the Public Sector**	**May 21** 8:30 a.m. - Noon	$95	Register
PD5056 - 0020	**Roberts Rules of Order**	**May 29** 8:30 a.m. - Noon	$95	Register
PD4005 - 0025	**Male/Female Communication**	**June 3** 8:30 a.m. - Noon	$95	Register
PD4019 - 0013	**Generations in the Workplace**	**June 3** 1:00 p.m. - 4:30 p.m.	$95	Register
PD5017 - 0050	**Working with Difficult Colleagues**	**June 19** 8:30 a.m. - 4:30 p.m.	$123	Register
PD1036 - 0045	**Managing Multiple Priorities**	**June 24** 8:30 a.m. - Noon	$95	Register
Public Service Series - see list of classes, dates and times below. *** New Series****	**May 14, 21, 28 & June 4, 11, 18**	**$505 for the Series + materials fee** (10% of tuition fee)	Register
PD5087 - 0002| **Engaging Citizens in the 21st Century**	**May 14** 8:30 a.m. - 4:30 p.m.	$123	Register
PD5077 - 0004| **Performance-Driven Leadership**	**May 21** 8:30 a.m. - 4:30 p.m.	$123	Register
PD5078 - 0003| **Leading Innovation**	**May 28** 8:30 a.m. - 4:30 p.m.	$123	Register

Class Name	Dates & Times	Cost	Register
PD5079 - 0003| **Governance Web 2.0**	**June 4** 8:30 a.m. - 4:30 p.m.	$123	Register
PD4001 - 0033 | **Effective Communication Skills**	**June 11**8:30 a.m. - 4:30 p.m.	$123	Register
PD5080 - 0004 | **Evidence-Based Management**	**June 18** 8:30 a.m. - 4:30 p.m.	$123	Register
Effective Management Series - see list of classes, dates and times below.	**May 15, 22, 29, & June 5, 12, 19, 25, 26** 8:30 a.m. - 4:30 p.m.	**$570 for the Series + materials fee** (10% of tuition fee)	Register
PD1002 - 0039 | **Approaching Supervision**	**May 15** 8:30 a.m. - 4:30 p.m.	$123	Register
PD5049 - 0006 | **Planning & Labor Relations**	**May 22** 8:30 a.m. - 4:30 p.m.	$123	Register
PD5027 - 0015 | **Myers-Briggs & Communication**	**May 29** 8:30 a.m. - 4:30 p.m.	$123 + $30 (MBTI Assessment and Guide)	Register
PD1017 - 0048 | **Managing Conflict**	**June 5** 8:30 a.m. - 4:30 p.m.	$123 + $17 (Thomas Kilman Conflict Instrument)	Register
PD5083 - 0003 | **Diversity Management**	**June 12** 8:30 a.m. 4:30 p.m.	$123	Register
PD2028 - 0007 | **Performance Management**	**June 19** 8:30 a.m. - 4:30 p.m.	$123	Register
PD2010 - 0047 | **Documenting Disciplinary Action**	**June 25** 8:30 a.m. - 4:30 p.m.	$123	Register
PD5084 - 0002 | **Simulation**	**June 26** 8:30 a.m. - 4:30 p.m.	$123	Register
Excel 2010 - Intermediate	**May 20** 9:00 a.m. - 3:00 p.m.	**$110**	Register
Exploring Emotional Intelligence	**May 20** 8:30 a.m. - 4:30 p.m.	**$123 +$34** (Talent Smart EQ Self-Assessment)	Register

Myers-Briggs & Communication (PD5027)

This course will help participants gain a deeper understanding of their psychological self-portrait by utilizing the Myers-Briggs Type Indicator and develop an appreciation for different personality types. In addition, participants will learn effective strategies to communicate with other personality types.

From Me to We: Effective Collaboration (PD5071)

This class will explore the foundations to Dr. Covey's model, including paradigm shifts, stages of dependence, highlighting the importance of collaboration and win-win solutions, and finally an analysis and synthesis of the seven habits of effectiveness as they apply directly to the learner.

Governance Web 2.0 (PD5079)

The New Public Service requires that agencies understand and collaborate with information technology services. This seminar explores the way that 21st Century technology changes the way we manage and how to apply appropriate technology. Topics include: cloud-based applications, social media, and security.

Interviewing for Organizational and Job Fit (PD5092)

One of the most important and difficult tasks a manager or member of a hiring committee must perform is to select The right candidate for the organization and the job. This class will help anyone engaged in this difficult but rewarding task remove some of the mystery and mythology surrounding the process and learn how to prepare for, participate in, and evaluate a pre-employment interview.

Delicate Balance: Privacy & the Right to Know (PD2003)

In rapid succession, the 1972 Montana Constitution lists the public's right to participate in government, the public's right to know, and the individual's right of privacy. How do we strike the balance among these sometimes competing rights? This seminar addresses the question. It explores how legal provisions and court decisions affect the government employee's response in a variety of situations. 6.5 CLE Credits.

Supervision Issues Series (PD5091)

This six class series covers essential ingredients for effective supervisors. The primary focus of the course is the development of productive healthy professional relationships. These include difficult colleagues, generations at work, and male-female communication. The course will also develop vital skills for anyone in a supervisory role including customer service, facilitating groups, and effective meetings.

- **Facilitating Groups (PD4003)**

  Facilitation means to "make easy", and the facilitator's role is to help a group reach agreement. The facilitator is usually the neutral party in the process. This hands-on class will teach the tools and techniques to facilitate groups. Participants will practice the skills in class.

- **Customer Service in the Public Sector (PD1046)**

  Customer service in the public sector comes with unique challenges. Citizens have different expectations than customers in the private sector, and they're not afraid to share them. And some of these people are angry – angry enough to say things that make us angry, too. This class provides the tools needed to deliver excellent service to the public. This class will also address dealing successfully with the angry public and handling the stress the encounter may cause.

- **Robert's Rules of Order (PD5056)**

  There are some basic principles and procedures that apply to all decision-making processes, whether one is a manager trying to lead a work team or an officer in an organization trying to conduct a meeting. These principles and procedures are referred to formally as parliamentary procedure. This class will offer Robert's Rules of Order, one man's discussion of parliamentary procedure that has become the leading authority in most organizations today. 2.0 CLE Credits

- **Male/Female Communication (PD4005)**

  This class explores the influence of gender on communication behavior. We'll discuss techniques to bridge the differences so we can understand and appreciate each other better.

- **Generations at Work (PD4019)**

  For the first time, four generations are working side by side in the workplace. Different values, experiences, styles, and activities create misunderstandings and frustrations. This workshop will explore the influencing events and trends of each generation and discuss how we can better communicate.

- **Working with Difficult Colleagues (PD5017)**

  We can't handpick the people with whom we must work. It would be naive to expect a friendly, helpful, accommodating person every time. Very often, we come across someone who seems - to us, at least - difficult to deal with. It's just as naive not to recognize that we may be difficult ourselves. Our partner in communication has to deal with our character quirks and may be hard pressed to find a productive way to interact with us. This class will benefit anyone who must deal routinely with others who seem difficult. It focuses on several types of difficult people, as well as providing tips on recognizing and coping with them.

- **Managing Multiple Priorities (PD1036)**

  In the workplace today, everyone seems to wants something now. The public, your coworkers, your boss - they all think the work you're doing for them is most important. And it is. That's why you need to manage multiple priorities. This half-day class provides insight into your mode of dealing with priorities and tools to reduce the stress to do your best.

Public Service Series (PD5086)*NEW*

In the last 15 years, there has arisen a shift in thinking about how we should work in government and non-profit organizations. Part of this is a return to the concept of public service as a vocation. It involves a mindset that recommits to serving citizens first. The New Public Service also promotes the ideals of engagement of employees and citizens alike. This series focuses on some of the key skills needed to become a true public service force in the 21st Century**.**

- **Engaging Citizens in the 21st Century (PD5087)**

  After decades of "bureaucrat bashing" public administrators have realized that a major problem is in how we go about engaging citizens. If citizens feel disempowered they tend to blame the public worker. Attendees will learn some ideas of how to engage citizens in the decision making process in a way that restores the ideals of public service. The public employee is more engaged if they can have the core values that contribute to Public Service Motivation (PSM) reinforced. One such key value is the recognition of providing an authentic public service.

- **Performance-Driven Leadership (PD5077)**

  Since the passage of the Government Performance and Results Act of 1993 (P.L. 103-62) there has arisen an array of performance driven programs. What is needed is a performance driven leadership that integrates the development of performance measures with actual outcome-centered practices. This course will demonstrate how to draft performance measures and properly carry them out.

- **Leading Innovation (PD5078)**

  Public and non-profit organizations continue to face challenges in terms of access to resources and a rapidly changing world. This course develops the means to guide an innovative organization that replaces rule-bound bureaucracy with creative and nimble practices.

- **Governance Web 2.0 (PD5079)**

  The New Public Service requires that agencies understand and collaborate with information technology services. This seminar explores the way that 21st Century technology changes the way we manage and how to apply appropriate technology. Topics include: cloud-based applications, social media, and security.

- **Effective Communication Skills (PD4001)**

  In order to develop more engaged employees and citizens, it is vital that effective communication strategies be used. This is much more than simply using the right words. This course develops the methods to ensure

that communication is more accurate and sensitive to different perspectives. The participants will explore the obstacles to effective communication and techniques to overcome them.

- **Evidence-Based Management (PD5080)**

    Managers frequently fall into the trap of buying into the latest fad or technique. Even though there is usually plenty of evidence to discredit some practices, it is not used. Evidence-based management is conducted by managers who recognize the limits of their own knowledge and seek the most effective solutions to problems. This class develops the idea of evidence-based management and the skills needed to adopt it.

Effective Management Series (PD5082) *NEW*

This eight class series covers essential ingredients for effective organizational management. The series is designed for experienced supervisors wanting a refresher, new supervisors, individuals interested in becoming a future supervisor and employees new to the public sector. This series was previously known as the "Basics of Management" and "Essentials of Management".

If participants elect to take a pre and post assessment, the series will be recognized by the State of Montana as 6 months to 1 year of supervisory experience. The series is taught as a cohort, and will include the following classes:

- **Approaching Supervision (PD1002)**

    Whether an experienced supervisor or seeking to become one, leadership skills need to be developed. This class will provide participants the foundations to effectively supervise a team. Topics will include analyzing the differences between management and leadership, sources and reactions to power in the organization, and employee engagement.

- **Planning & Labor Relations (PD5049)**

    This class begins with setting goals, planning the work, and determining priorities within the unit. We will also discuss the elements of a well-managed meeting.

- **Myers-Briggs & Communication (PD5027)**

    This class will help participants gain a deeper understanding of their psychological self-portrait by utilizing the Myers-Briggs Type Indicator and develop an appreciation for different personality types. In addition, participants will learn effective strategies to communicate with other personality types.

- **Strategic Planning (PD5049)**

    This class begins with setting goals, planning the work, and determining priorities within the unit. We will also discuss the elements of a well-managed meeting.

- **Managing Conflict (PD1017)**

    Disagreements are often based in miscommunication and/or a lack of communication. Differing values, opposing objectives, different work styles, and personality types can set the stage for conflict. In this class, we'll explore the roots of conflict and how to communicate clearly to understand and resolve differences.

- **Diversity Management (PD5083)**

    In this class, we will examine the rules, regulations, and laws which affect the manner in which supervisors work with employees in the conduct of the job.

- **Performance Management (PD2028)**

    A critical part of authentic leadership includes providing accurate feedback. This class will provide participants an overview of managing and developing work performance. The class will include

development and evaluation of appraisals. In addition, this class will provide an introduction to the development process called performance management coaching.

- **Documenting Disciplinary Action (PD2010)**

  There are times when coaching, mentoring or other leadership techniques fail to achieve the desired performance behaviors. This class develops the proper ways to carry out discipline, including oral warnings, written warnings and the further steps in progressive discipline. The goal in all cases is improved performance.

- **Simulation (PD5084)**

  An exercise where participants use the skills learned in Effective Management. Discussion follows the simulation.

Excel: Intermediate (PD5065)

Excel 2010's user interface and features will start the class off followed by an in-depth look at managing workbooks. Students will learn how to split and freeze workbook windows, hide rows, columns, worksheets and windows, and protect worksheets. Page layout, page break and adjustments to margins and size will be covered. Functions and formulas, working with data ranges and learning how to sort and filter data will be reviewed.   Inserting clip art, pictures and graphics files is also covered.

Exploring Emotional Intelligence (EQ) (PD5046)

This class will explore why EQ is important and how to gain highly learnable skills. Specifically, participants will learn how to develop self-awareness, self-management, social-awareness, and social-management for both work and personal effectiveness.